

Aldermore

How to switch your clients online

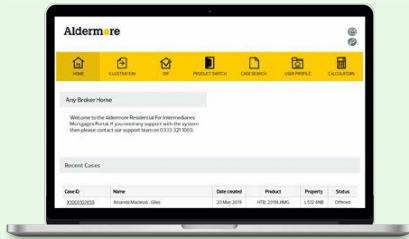
Easy step by step
online switching process

FOR INTERMEDIARY USE ONLY

Easy online switching at a glance

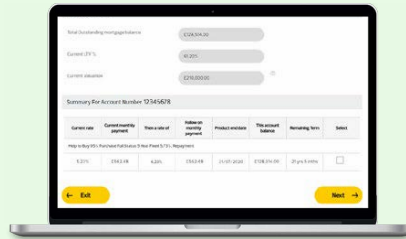
Step 1

Log in and load your customer's account details.



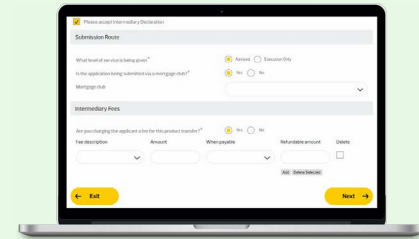
Step 2

Check the account summary.



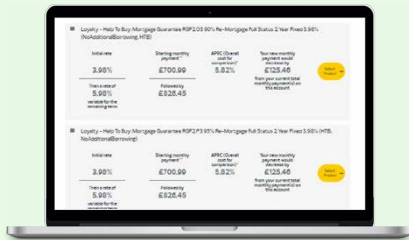
Step 3

Complete the Intermediary Declaration.



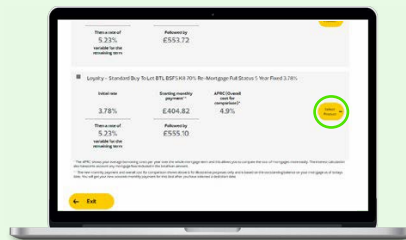
Step 4

Revise the switching options.



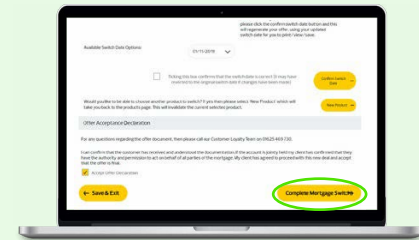
Step 5

Select the best mortgage deal for your customer, choose the right switch month, and confirm by ticking the box.



Step 6

Submit the application. That's it - all done!



Log in and load your client's account details

Step 1

- 1 Click **'Product switch'**
- 2 Fill in your client's details and click **'view account'**
- 3 Once the **'Customer verification'** page has loaded make sure to fill in every field. Then click on **view account**.

The image shows a laptop displaying the Aldermore web portal. A green circle highlights the 'PRODUCT SWITCH' button in the navigation menu. A green arrow points from this button to a detailed view of the 'Mortgage Account Sign-In' form.

Mortgage Account Sign-In

Your Mortgage > Submission Route > Product Selection > Fees & Features > Your Offer > Confirmation

Mortgage Account number* 12345678 Postcode of Mortgage Property* XX1 1XX

Surname* Smith Date of Birth* 01/01/1972

Instructions

For any questions regarding the offer document, then please call our Customer Loyalty Team on 01625 469 730.

In the "customer verification" section, all 4 data items must be entered in order to return any results.
If you have any problems in trying to process a product switch with this portal, please contact our Customer Loyalty team on 01625 469 730 for help.

Authority

I confirm that I have obtained the consent of the borrower(s) (who is an /are existing Aldermore customer(s)) to act on their behalf. I will keep the information provided by the borrower(s) confidential and will not, directly or indirectly use it for any purpose other than for the confidential selection of a new Aldermore product.

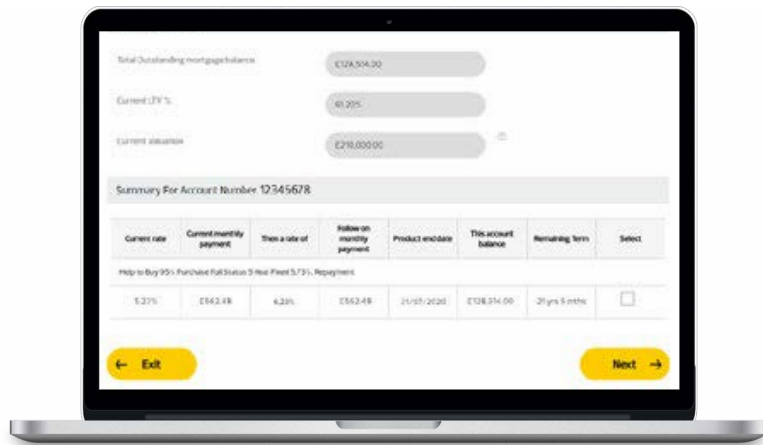
Accept declaration

Check your client's account summary

Step 2

Review 'Your Mortgage' page

- ▶ It displays your client's account details including their current deal
- ▶ It only appears if your client does not have an existing offer for a product switch



Early Repayment Charges (ERCs)

These are charges owed if customers:

- ▶ Redeem their mortgage early
- ▶ Exceed their annual overpayment allowance We waive the penalty for existing customers when they switch up to 17 weeks ahead of their current ERC expiry period
- ▶ ERCs apply to all our fixed rate mortgages and are payable if your client redeems early, or exceeds their overpayment allowance.
- ▶ 'Your Mortgage' page shows a summary of a customer's account including current product switch options (where available)*

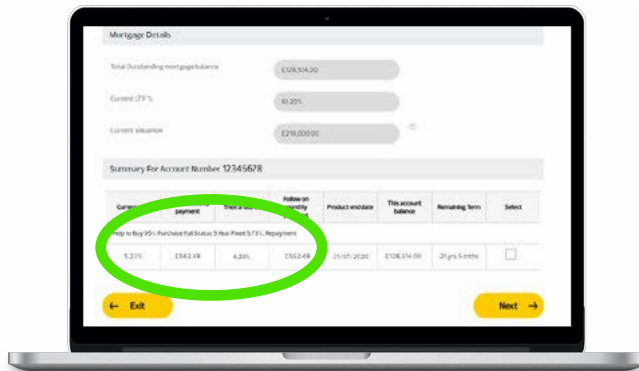
* Not available where a customer is outside of the eligibility criteria and/or period or already in receipt of a valid product switch offer.

Account summary page ▶ Varies depending on the type of mortgage. Don't forget there are 2 customer type options.

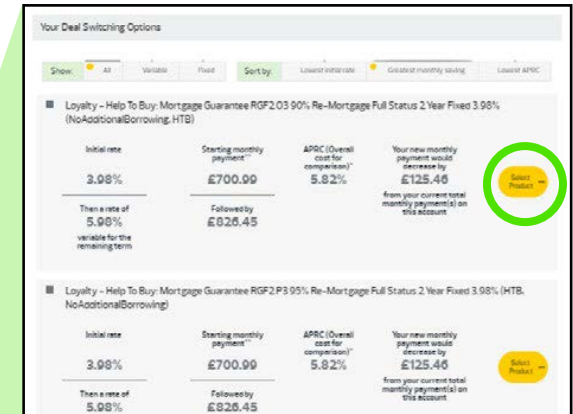
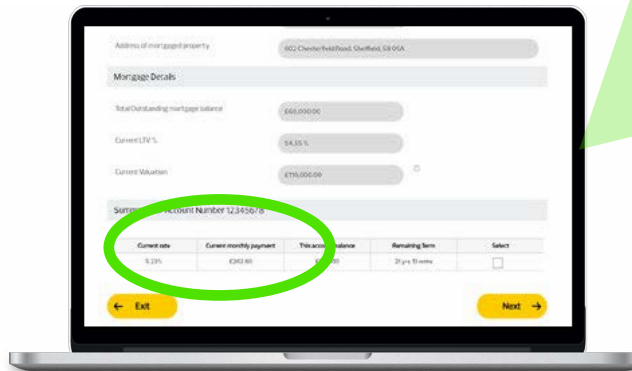
Step 2

1 For a client in **ERC**, you'll see **2** For **AMR** clients, you'll only see:

- ▶ Current rate and payment
- ▶ Reversion rate and payment



- ▶ Current rate and payment



3 Click **'select'** next to the product you want to switch

- ▶ Then click **'next'** to move to the next stage
- ▶ If you click **'exit'** you'll return to the homepage and nothing will be saved

Definitions

ERC

If your client wants to repay their mortgage early or make an overpayment that's more than their overpayment allowance, an Early Repayment Charge (ERC) may be payable. You'll find details of any ERC payable in your client's mortgage offer.

AMR

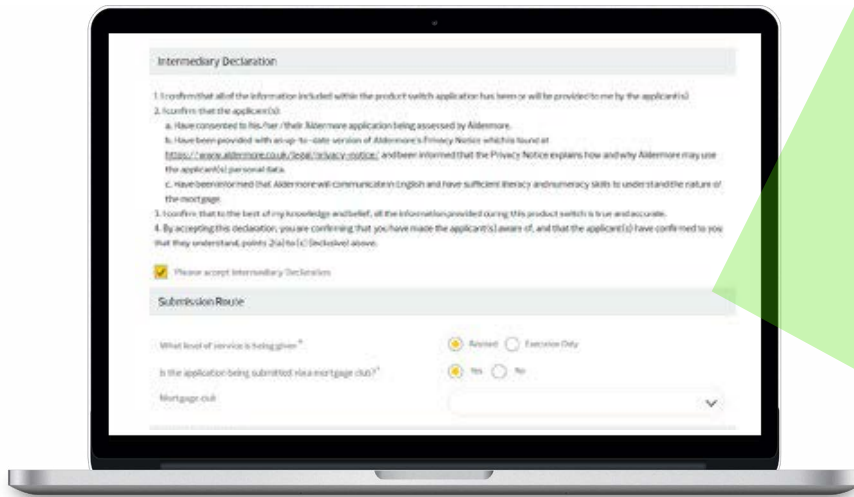
AMR is our Standard Variable Rate (SVR) and it can change at any time. The AMR is set by Aldermore and is normally influenced by the cost of borrowing. It is not directly linked to but can be influenced by changes in the Bank of England base rate, as well as other market factors.

Complete the intermediary declaration page

Step 3

Complete all the relevant sections including:

- ▶ The Intermediary declaration
- ▶ Level of service
- ▶ Fees



Intermediary Declaration

1. I confirm that all of the information included within the product switch application has been or will be provided to me by the applicant(s).

2. I confirm that the applicant(s):

- Have consented to his/hers/their Aldermore application being assessed by Aldermore.
- Have been provided with an up-to-date version of Aldermore's Privacy Notice which is found at <https://www.aldermore.co.uk/legal/privacy-notice/>, and been informed that the Privacy Notice explains how and why Aldermore may use the applicant(s) personal data.
- Have been informed that Aldermore will communicate in English and have sufficient literacy and numeracy skills to understand the nature of the mortgage.

3. I confirm that to the best of my knowledge and belief, all the information provided during this product switch is true and accurate.

4. By accepting this declaration, you are confirming that you have made the applicant(s) aware of, and that the applicant(s) have confirmed to you that they understand, points 2(a) to (c) (inclusive) above.

Please accept Intermediary Declaration

Submission Route

What level of service is being given* Advised Execution Only

Is the application being submitted via a mortgage club? Yes No

Mortgage club

Intermediary Fees

Are you charging the applicant a fee for this product transfer? Yes No

Fee description	Amount	When payable	Refundable amount	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

- ▶ Then click **'next'** to search available deals
- ▶ If you click **'Exit'** you'll return to the homepage and nothing will be saved

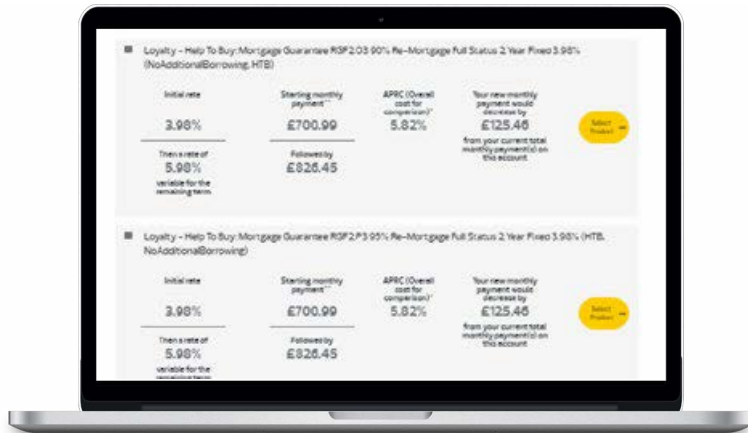
Review the switching options

Step 4

For a client in **ERC**, you'll see

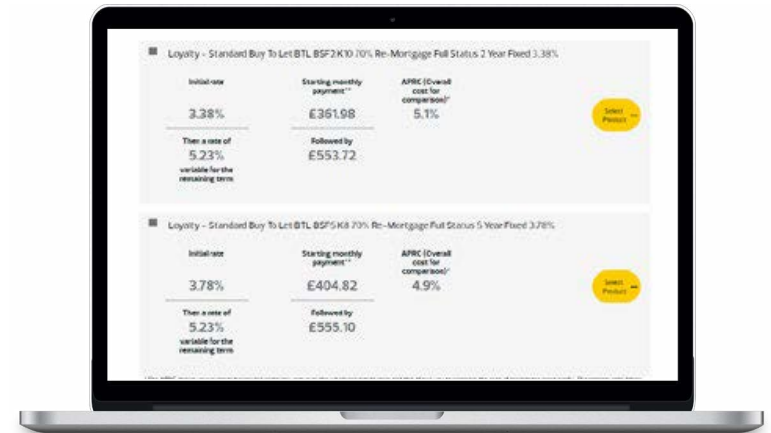
- ▶ Current rate and payment
- ▶ Reversion rate and payment

The product selection page shows only the products available for your client



For **AMR** clients, you'll only see:

- ▶ Current rate and payment



The offer and acceptance page

Step 5

- ▶ By default, the earliest switch date is selected but you can change this
- ▶ Switch dates are always the 1st of the month
- ▶ We'll offer your clients three different switching dates to choose from

Your Mortgage Offer M1000071100 - Please Read Carefully

PDF Viewer has been disabled, or is not supported by your browser. You can print/view/save the document from offer.pdf

The application is now saved. This offer is available/valid until midnight tomorrow. Confirm a copy of the document has been sent to the customer. [Print/View/Save](#)

Your Switching Preferences

Selected switch date: 01/11/2019

You have selected this date to complete the switch for the customer. If you wish to change the date, please select from the drop down other available switch dates. If you select another switch date please click the confirm switch date button and this will regenerate your offer, using your updated switch date for you to print/view/save.

Available Switch Date Options: 01/11/2019

Ticking this box confirms that the switch date is correct (it may have reverted to the original switch date if changes have been made) [Confirm Switch Date](#)

Would you like to be able to choose another product to switch? If yes then please select 'New Product' which will take you back to the products page. This will invalidate the current selected product. [New Product](#)

Offer Acceptance Declaration

For any questions regarding the offer document, then please call our Customer Loyalty Team on 01625 469 730.

I can confirm that the customer has received and understood the documentation. If the account is jointly held my client has confirmed that they have the authority and permission to act on behalf of all parties of the mortgage. My client has agreed to proceed with this new deal and accept that the offer is final.

Accept Offer Declaration

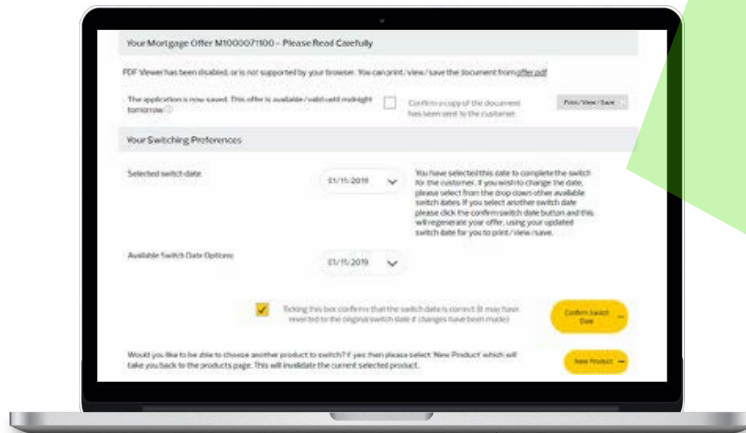
[← Save & Exit](#) [Complete Mortgage Switch](#)

Print/View/Save – this opens the ESIS PDF so you can save and send it

Confirm Switch Date – Don't forget to tick the 'switch date' box before confirming. Make sure you've selected the right month for your client's switch, then just tick the box to confirm

Save & Exit – this will return you to the broker portal home screen

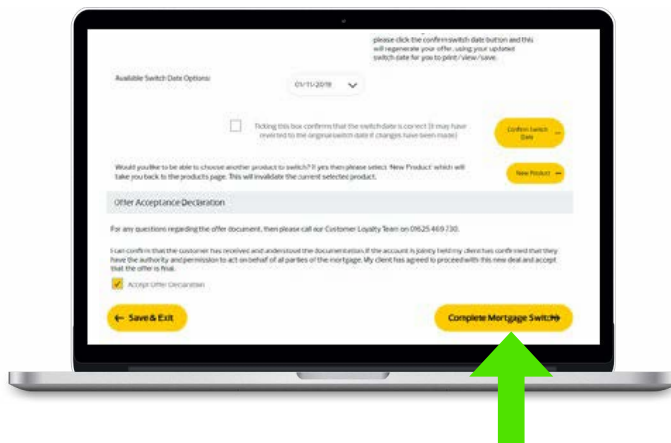
Complete Mortgage Switch – Once a product switch is completed through the portal it can't be cancelled or resubmitted. So take the time to make sure everything is correct and your client is happy to go ahead with the offer produced. Once you've checked the details click 'confirm'



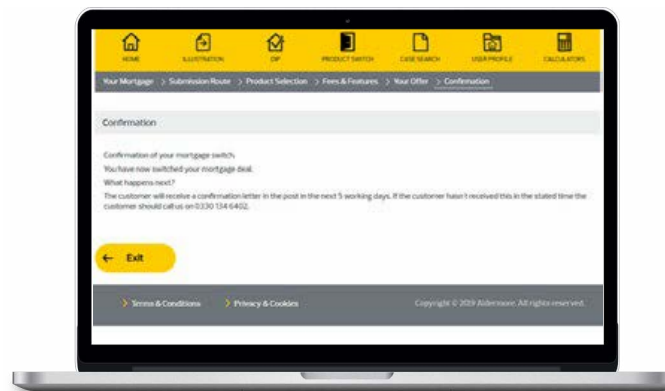
Submit the application

Step 6

Then click '**complete mortgage switch**' and wait
That's it! You're all done!



This page confirms the switch has been accepted



Product withdrawal

- ▶ If a product is withdrawn during this period, it will still appear on the Offer and Acceptance page and can still be accepted by a customer.
- ▶ If it's withdrawn after this period, it will no longer appear and cannot be accepted by the customer

An application has a case validity of 30 days following the offer being produced.

Please be aware that not all product families are available to switch in the portal, give us a call and we will be happy to confirm.

Here to help

Questions about the switching process?

Get in touch with our Product Switch Team on
product.switch@aldermore.co.uk or 01625 469730*

*Standard call charges apply. Open 9-5pm Monday to Friday. Closed bank holidays.



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Aldermore
more possible

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